

NEWS RELEASE

TENNESSEE DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT



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TELEPHONE UEMPLOYMENT CLAIMS PROCESS EXPANDS TO 6 MORE MIDDLE TENNESSEE COUNTIES

NASHVILLE – Beginning **Monday, December 2**, persons living in Montgomery, Stewart, Dickson, Houston, Humphreys and Williamson Counties will join those in several other Middle Tennessee counties who are filing their claims for unemployment insurance by telephone, said Tennessee Department of Labor & Workforce Development Commissioner Mark Reineke.

“After a year of operation, we have found that the unemployment insurance call center has proved to be a convenient, efficient, and cost-effective means for serving those filing claims,” said Reineke. “Montgomery, Stewart, Dickson, Houston, Humphreys and Williamson county residents will make up the second phase of the department’s expansion of the telephone claim process, which we eventually intend to take statewide. Davidson County was the first to begin the telephone claim process. In August the program was expanded to Sumner, Robertson, and Macon counties.”

Claimants are able to complete much of the benefit application via touch-tone phone. Callers are guided through a series of questions they answer by pressing numbers on their telephone keypad. They are then routed to a departmental interviewer who will complete the claims taking process. The claimant’s handbook, other helpful information, and any follow-up documentation will be sent through the mail to the claimant’s home address.

“By using the telephone claimants do not have to travel long distances to a claims office, complete a lot of paper forms, or stand in line for long periods of time,” said Reineke. “In addition to providing better service, this system will also reduce overhead expenses in the unemployment insurance program.”

To file a claim on or after Monday, December 2, 2002, residents of Montgomery, Stewart, Dickson, Houston, Humphreys and Williamson counties must call **(615) 253-0800** or call **1-877-813-0950** toll free. Residents of these counties will no longer file claims through one of the department’s offices in those counties.

Before calling, a claimant should have ready his Social Security Number, driver’s license number, and employment data for the last 18 months of employment, including employers’ addresses and phone numbers. This service will be available Monday through Friday, 8:00 am to 4:30 pm.

The Tennessee Department of Labor and Workforce Development is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

El Departamento del Trabajo y de la Fuerza Laboral es un organismo empresarial que aplica la igualdad de oportunidades. Los Servicios y ayudas auxiliares están disponibles para los individuos con impedimentos si los solicitan.